



Physis Academy

Complaints Policy

Approved by:

mel jousa

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(Domoni Supple - Headteacher)

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Introduction

This policy is designed and written to be used in conjunction with other Physis policies, and as such, all employees are responsible for ensuring they are fully conversant with all relevant company policies and procedures; failure to do so may lead to disciplinary proceedings and dismissal. It is the individual responsibility of every staff member to ensure they seek any clarification required in respect of this policy from their line manager, or the person named at the end of this document, should that be deemed necessary.

Physis Academy prides itself on its desire to promote lifelong learning, and as such welcomes opportunities to improve and develop the environment in which that is offered, either through addressing issues of procedure and/or practice. Should it be deemed necessary by a parent/carer/corporate parent/student or concerned individual to express a complaint, we at Physis would offer the assurance that they can expect this to be treated with the utmost levels of professionalism to ensure the matter is dealt with seriously, sympathetically and efficiently.

The Complaints Process

Stage 1 – Informal resolution

- It is hoped that most concerns can be resolved on this basis.
- Should a concern arise, it should be appropriately addressed to the specific member of staff concerned. In the main, this will enable all parties to fully resolve any concern. The member of staff will record this informal resolution on a contact sheet.
- If resolution is not reached at this, it should be understood by the parties involved that the matter will have to be elevated to Stage 2 of this procedure, and it should be understood that this may be at the instigation of the Physis Academy staff member, as well as being an option open to the complainant. This will be done within 5 working days

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parent, or individual/organisation with parental responsibility, should put the complaint in writing to the Head Teacher at domoni@physisgroup.co.uk
- The Head Teacher will send a letter to confirm receipt of the complaint and the next steps.
- Once the Head Teacher is satisfied that, so far as is practicable, all the relevant facts have been established, by means including speaking to and/or meeting with the complainant, a decision will be made, and the decision will be communicated in writing. The Head will also give reasons for her decision. This process, given all fair and reasonable restraints involved, should take no longer than 5 working days.
- Should the matter still not be resolved to the satisfaction of the complainant, they may proceed to Stage 3 of this procedure.

Stage 3 – Principal Referral

- If the complaint cannot be resolved by the Head Teacher, then the parent/student should put the complaint in writing to the Managing Director Mel Johnson, who will consider/hear the complaint at mel@physisgroup.co.uk

- The Managing Director may repeat stage 2 steps with a different investigator. Once the Managing Director is satisfied that, so far as is practicable, all of the relevant facts have been established, by means including speaking to and/or meeting with the complainant, a decision will be made and parents/students will be informed of the decision in writing.
- The Managing Director will also give reasons for the decision. This process, given all fair and reasonable restraints involved, should take no longer than 10 working days.
- If the complainant feels dissatisfied with the outcome, they may proceed to Stage 4 of this procedure.

Stage 4 – CEO

- A referral of a complaint for consideration by the Chief Executive Officer (Clif Supple) may only be made in the following circumstances:
- Where the complaint is about the actions of the Managing Director (other than actions taken under Stage 3 of this procedure);
- There is a complaint about a procedural irregularity applied by the Governors in discharging their responsibilities at Stage 3 of this procedure which affected the outcome of the complaint.
- A complaint under Stage 4 may not be brought simply because a complainant is dissatisfied with the outcome of Stage 3.
- Any complaints under Stage 4 shall be directed to the CEO (or such other person nominated by the Governors to perform this duty) who shall consider (i) whether the case has been appropriately brought under clauses 4.1.1 or 4.1.2 above; and whether there are good grounds to refer to the Governors for consideration. This stage allows for parents or those with parental responsibility to attend the panel hearing and be accompanied if they wish.
- If the complaint is not referred for consideration by the Governors, the CEO shall write to the complainant, explaining his reasons.
- If the complaint is referred to the Governors Complaints Panel, the CEO shall write to the complainant giving details of the hearing which will take place as soon as practicable and normally within 10 working days.
- The matter will then be referred to the Governor's for consideration. This consideration will be carried out by at least two people not directly involved in the matters detailed in the complaint, with one of whom is entirely independent of the running of the school. It may be at this stage that a fully Independent, and suitably qualified and experienced individual may be added to the consideration panel; details of any such addition will be forwarded to the complainant as a matter of urgency.
- If the Governors deem it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 5 working days prior to the hearing.
- The complainant(s) may be accompanied to the hearing by one other person. Legal representation would not normally be appropriate.
- If possible, the Panel will resolve the complaint immediately without needing further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all the facts presented the CEO will write to the complainant(s) informing them of the decision made and reasons for it. The findings, and if any, recommendations will be sent in writing to the complainant(s), the Managing Director, the Governors and, where relevant colleagues implicated in/ subject of the complaint.

- A copy of the findings and recommendations will be provided to the complainant and where relevant to the person complained about. The findings and recommendations are available for inspection on the school premises by the CEO and the Head Teacher. Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.
- If the complaint is not resolved the CEO can provide options and contact details for the complainant to refer to other external bodies: Funding Authority, Ofsted, CQC, NHS/ Ombudsman, HIW, Local Government.
- All written records will be confidentially kept and will only be shared in accordance with section 162a of the Education Act 2002.

Recording of Complaints

All complaints are recorded, and these records are reviewed by the Head Teacher and Governor's; Physis Academy will publish annually the number of complaints received in that academic year.

The number of complaints registered under the formal procedure (to Stage 3 or 4) during the preceding school year is available upon request.

Further Information

http://www.uklaws.org/statutory/instruments_30/doc30242.htm provides clarification in respect of the issues surrounding confidentiality of these matters as raised in the introduction to the policy.

Monitoring arrangements

This policy will be reviewed by the Governing Board every year. At every review, the policy will be approved by the Governing Board.



PHYSIS ACADEMY - COMPLAINTS FORM

Please complete this form as fully as possible and return it to:

- **Email:** domoni@physisgroup.co.uk
- **Post:** Physis Academy, Heath Road, Whitchurch, Shropshire. SY13 2AA
- **In person:** Hand to the school office

Your Details

Full Name: _____

Relationship to the school:

- Parent/Carer
- Pupil
- Member of staff
- Governor
- Member of the public
- Other (please specify): _____

Contact Address:

Telephone Number: _____

Email Address: _____

Preferred method of contact: Email Telephone Post

Pupil Details (if applicable)

Pupil Name: _____

Year Group/Class: _____

Details of Your Complaint

What is your complaint about? (Please provide as much detail as possible, including dates, times, names of people involved, and any relevant background information)

When did the incident(s) occur?

Date(s): _____

Previous Actions

Have you already tried to resolve this issue informally? Yes No

If yes, who did you speak to and when?

What was the outcome?

What Would Resolve Your Complaint?

What outcome are you hoping for? (Please be as specific as possible about what you would like the school to do)

Supporting Information

Are you attaching any supporting documents? Yes No

If yes, please list them:

Reasonable Adjustments

Do you require any reasonable adjustments to help you engage with the complaints process? (For example, due to a disability or if English is an additional language)

Yes No

If yes, please provide details:

Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Signature: _____

Date: _____

For Office Use Only

Date received: _____

Received by: _____

Acknowledgement sent: _____

Complaint reference number: _____

Stage of procedure: Formal Stage Panel Stage